

## SENATE BILL No. 34

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### DIGEST OF INTRODUCED BILL

**Citations Affected:** IC 4-1-9.

**Synopsis:** Automated answering systems. Prohibits a state officer or employee during the regular office hours of the agency from using a voice mail system at the officer's or employee's regular workstation if the telephone is functional, unless the system provides a caller with access to a nonelectronic attendant. Provides that all menu options systems used by a state agency during the regular office hours of the agency must alert the caller to and provide the caller with access to a nonelectronic attendant.

**Effective:** July 1, 2001.

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**Meeks C, Long**

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January 8, 2001, read first time and referred to Committee on Public Policy.

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First Regular Session 112th General Assembly (2001)

PRINTING CODE. Amendments: Whenever an existing statute (or a section of the Indiana Constitution) is being amended, the text of the existing provision will appear in this style type, additions will appear in **this style type**, and deletions will appear in ~~this style type~~.

Additions: Whenever a new statutory provision is being enacted (or a new constitutional provision adopted), the text of the new provision will appear in **this style type**. Also, the word **NEW** will appear in that style type in the introductory clause of each SECTION that adds a new provision to the Indiana Code or the Indiana Constitution.

Conflict reconciliation: Text in a statute in *this style type* or ~~this style type~~ reconciles conflicts between statutes enacted by the 2000 General Assembly.

## SENATE BILL No. 34

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A BILL FOR AN ACT to amend the Indiana Code concerning state offices and administration.

*Be it enacted by the General Assembly of the State of Indiana:*

1       SECTION 1. IC 4-1-9 IS ADDED TO THE INDIANA CODE AS  
2       A **NEW** CHAPTER TO READ AS FOLLOWS [EFFECTIVE JULY  
3       1, 2001]:

4       **Chapter 9. Use of Voice Mail and Telephone Menu Options**  
5       **Systems**

6       **Sec. 1. As used in this chapter, "state agency" means an**  
7       **authority, a board, a branch, a commission, a committee, a**  
8       **department, a division, or other instrumentality of the:**

9               **(1) executive, including the administrative, department of**  
10              **state government;**

11              **(2) judicial department of state government; or**

12              **(3) legislative department of state government.**

13       **The term does not include a state educational institution (as**  
14       **defined in IC 20-12-0.5-1) or a body corporate and politic.**

15       **Sec. 2. This chapter applies to a state agency only during the**  
16       **regular office hours of the agency.**

17       **Sec. 3. (a) Except as provided in subsection (b), an officer or**



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1 employee of a state agency may not use a voice mail system at the  
2 employee's or officer's regularly assigned workstation if the  
3 telephone at the workstation is functional and available for use.

4 (b) An officer or employee of a state agency may use a voice  
5 mail system at the employee's or officer's regularly assigned  
6 workstation if the system:

7 (1) provides a caller with access to a nonelectronic attendant;

8 or

9 (2) automatically transfers the caller to a nonelectronic  
10 attendant.

11 Sec. 4. All telephone menu options systems used by a state  
12 agency must alert the caller to and provide the caller with access  
13 to a nonelectronic attendant.

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